

Health Home Learning Collaborative

Cultural Conversations - how to
create a positive culture

September 2021

Why Culture Matters

- Reflect
 - What do you like best about the culture at your own organization?
 - When you picture your organization 10 years from now, what do you see?
- Practice- Observe how you and your team work together and ask yourself:
 - Do we listen to each other?
 - Do we treat each other with respect?
 - Do we support each other?

High Performance Culture

EXPECT MORE

Set ambitious goals with clear success measures-and achieve them

DRIVE ACCOUNTABILITY

Take ownership and deliver on every commitment-going beyond one's own specific responsibilities

DELIVER RESULTS WITH SPEED AND AGILITY

Pivot and act with a sense of urgency

- **UNDERSTAND**

All employees are leaders with the ability to inspire a high-performance culture. How we think, feel and act every day creates stories that shape your agency, reinforce your culture, and impact your ability to achieve your mission.

High Performance Culture

- REFLECT

- Think about a positive or negative experience you've had personally as a consumer/patient/client
- Where was the company/agency and its employee(s) on the accountability ladder?



High Performance Culture

- PRACTICE

- Craft the story that you want others to tell about you, your team, and your organization as a whole. What do you want others to say about you? Your team? Your organization?
- Practice living the behaviors to bring that story to life.
- Share your story with your team. Ask for coaching and feedback from others on how well you demonstrate the behaviors within your story.

Appreciation Culture

- What can you do today to share more appreciation and gratitude?
- “What I appreciate about you is...”
- Offering appreciation is a powerful way of valuing another person for who they are or for what they do.

Appreciation Culture

- REFLECT

- How would more sharing of appreciation with others help us to have an even stronger culture?
- What impact would it have if you shared more appreciation with teammates and the people you value in your life?

- PRACTICE

- Make a list of the people you appreciate and what you appreciate about them.
- Practice offering appreciation to them using the phrase: “What I appreciate about you is...”
- Notice the impact that offering appreciation has when you do it.

Culture

- What it is
 - Ownership
 - Leadership
 - Believe
 - Humble
- What it is not
 - Blaming
 - Lone Ranger
 - I don't approve
 - Ego

Extreme Ownership

- “On any team, in any organization, all responsibility for success and failure rests with the leader. The leader must own everything in his or her world. There is no one else to blame. The leader must acknowledge mistakes and admit failures, take ownership of them, and develop a plan to win.”
— **Jocko Willink, Extreme Ownership: How U.S. Navy SEALs Lead and Win**

The process

- Its not easy
- Does not happen overnight
- Ups and downs
- All comes down to trust
- Don't listen or be "the noise"
- Home Plate
- Who do you want to be

Thank you!